

THE RIVERSIDE PRACTICE

Patient Participation Group Meeting 14.6.2023

Present:

Riverside Practice: Dr R Goel (GP), Aneesah Din (Practice Pharmacist), Omar Haque (Receptionist) and Iqra Khan (Practice Manager)

PPG: AJ

Apologies: HM, EL & MD

Agenda

The main agenda is as follows:

- 1. Sign off minutes from March meeting**
- 2. PCN update**
- 3. Practice newsletter/bulletin**
- 4. AOB**

1. The March PPG minutes were signed off

2. PCN Update

IK & Dr RG summarized external roles within the PCN who are Social Prescribers called Borja and Alex and they work at the practice Monday and Wednesdays, they can help with housing and financial issues and combat loneliness concerns. Alea who is the Health and Wellbeing Coach is able to provide information about social clubs available locally to help encourage healthy lifestyle options. Allison the Mental Health OT, is able to provide 18 months support to mental health patients and able to do home visits.

A new pharmacist has been employed by the practice called Aneesah who works at the practice alongside Ashish. We now have a daily pharmacist supporting the practice with structured medication reviews, Asthma reviews and time to talk appointments.

3. Practice newsletter/bulletin

IK discussed with OH and AJ about the format and any suggestions for the contents of the Practice Newsletter/bulletin.

AJ suggested not to send the newsletter bulletin via Text message as she wants the text messages to be relevant to the patient's individual health. Also copies of the newsletter can be left at the reception desk for patients to take away with them.

IK expressed annual flu letters get posted out to the over 65s and we can incorporate the newsletter with the flu letters together in one post.

AJ suggested the newsletter should contain information regarding new staff and local services. IK mentioned it may be appropriate to add information regarding recent changes made within the local services i.e. blood tests no longer take place at Homerton Hospital and patients are advised to attend the new clinic behind Lower Clapton surgery instead for this.

OH suggested we should have a FAQ column at the bottom of the newsletter answering common questions clinicians and receptionist get asked.

AJ expressed all the above were great ideas and IK will prepare a sample newsletter for the PPG members in our next PPG meeting in September to finalize the newsletter.

4. AOB

AJ expressed increasing our PPG members group and suggested we should approach patients directly who already have built a relationship with the practice and are common visitors at the practice. IK suggested clinicians can start speaking to the patients about the PPG in the appointments and the reception team can start speaking to patients in the waiting area, especially the ones who are keen to give feedback about the service they have received at the practice.

Actions agreed:

The Newsletter will be presented at the practice reception waiting area and will be incorporated into our flu letters for the over 65s.

Clinicians will start promoting the PPG more in the patient appointments and the reception team will promote this more at reception to patients in the waiting area.

Next meeting will be in September 2023